

ATTN H.H.D

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: DELAWARE

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Programs to Measure and Reduce Inconsistency

The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

1. State orientation and HCFA sponsored basic surveyor training program is required of all long term care surveyors.
2. All long term care surveyor staff was required to attend Region III and HCFA sponsored "Documentation Training".
3. All results of surveys are reviewed by supervisory personnel prior to finalizing the report. Discrepancies are noted and discussed with surveyors.
4. Monthly staff meetings are held with time allocated for dissemination and review of Regional Office and HCFA directives and interpretations and overall problems noted in survey programs.
5. Special in-service sessions are planned and held for all survey staff when major changes in survey procedures, forms usage are mandated by HCFA.
6. Computer printouts of comparison of survey "citations" comparing D Delaware and the other states in Region III and the nation are evaluated.

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